

State of Nebraska
Department of Environmental Quality

Homeland Emergency Response Exchange

HERE Client Version 2 Installation Guide

Version: Final 1.1

October 20, 2009



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Version Control

Version	Author	Date
1.0	Windsor Solutions, Inc.	10/10/2009
1.1	Windsor Solutions, Inc.	10/20/2009

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Introduction

This guide provides instructions on how to set up the HERE Client Version 2 on your local machine. Every effort was made to make the implementation as intuitive as possible. Because the HERE Client is a highly-configurable application, this guide is mainly intended to provide additional context on implementing the HERE Client into your particular environment. Additional information, including a list of frequently asked questions, can be found at <http://herenetwork.org>. For instructions on how to use the HERE Client version 2, please refer to the help file within the HERE Client application itself, available from the **Help** menu option or by pressing **F1** within the application.

Minimum Requirements

Before installing the HERE Client to your machine, please ensure that the machine meets the following minimum requirements:

- Microsoft Windows 2000 or above (currently no support for Macintosh or Linux OS)
- 512 megabytes RAM (1 gigabyte or more preferred)
- 10 gigabytes free hard disk space

Also, you must have administrative privileges on the machine in order to run the HERE Client and install SQL Server Express.

Notes for Users Upgrading from HERE Client Version 1

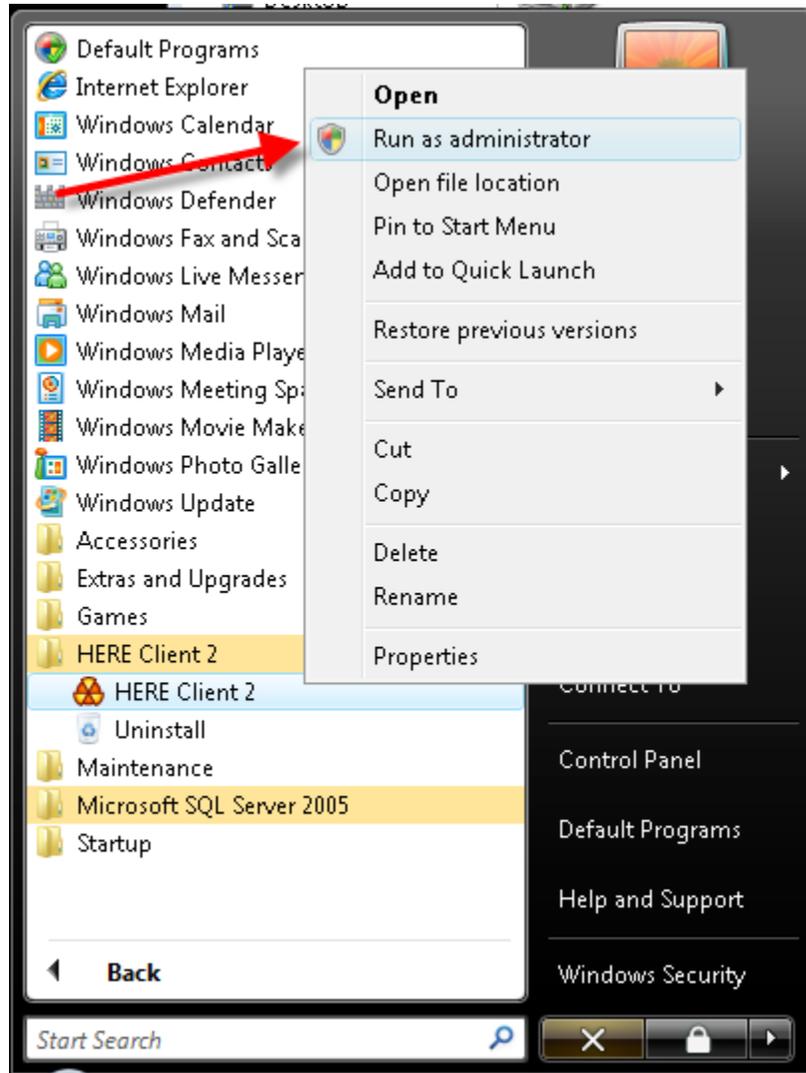
For users upgrading from the HERE Client Version 1 (“Version 1”), the installation process should be very straightforward. SQL Server Express will not need to be reinstalled to support the HERE Client Version 2 (“Version 2”), and your existing NAAS account will work in Version 2 as well.

You do not need to uninstall Version 1 in order to install and run Version 2. Because the HERE Client can potentially download a large amount of data, you may need to take into consideration how much hard disk space is available to support both versions simultaneously.

The HERE Client Version 2 is required in order to receive data from States that have upgraded to Node Specification Version 2.0. If your State has upgraded or is in the process of upgrading to Version 2.0, you should receive notification from your node’s administrator that you must start using the HERE Client Version 2 in order to continue receiving data. HERE Client Version 2 is fully backwards-compatible with States still supporting Node Specification Version 1.1, so even if your State’s flow has not upgraded to Node Specification Version 2.0, there is no reason to hold off upgrading to the latest version of the HERE Client.

Notes for Users Running Microsoft Vista

Because the HERE Client must run under administrative privileges, you must run the application in administrative mode by right-clicking the icon and choosing “Run as administrator”:

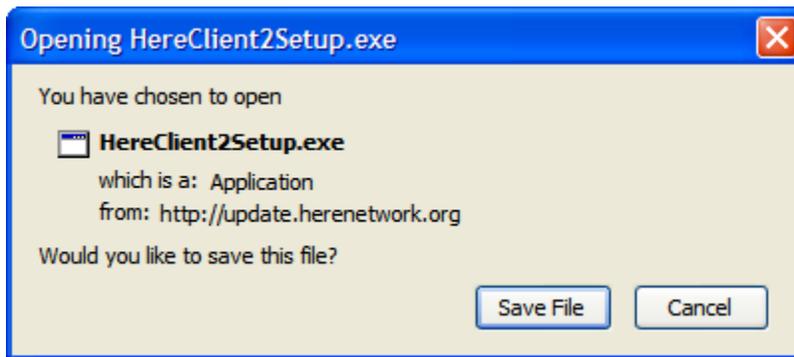


Install the HERE Client Version 2

Please follow these steps to install the HERE Client on your local machine.

Download the HERE Setup File

1. The HERE Client setup file can be downloaded by clicking the following link:
<http://update.herenetwork.org/HereClient2Setup.exe>.
2. You will be prompted to save the **HereClient2Setup.exe** file to your local machine:

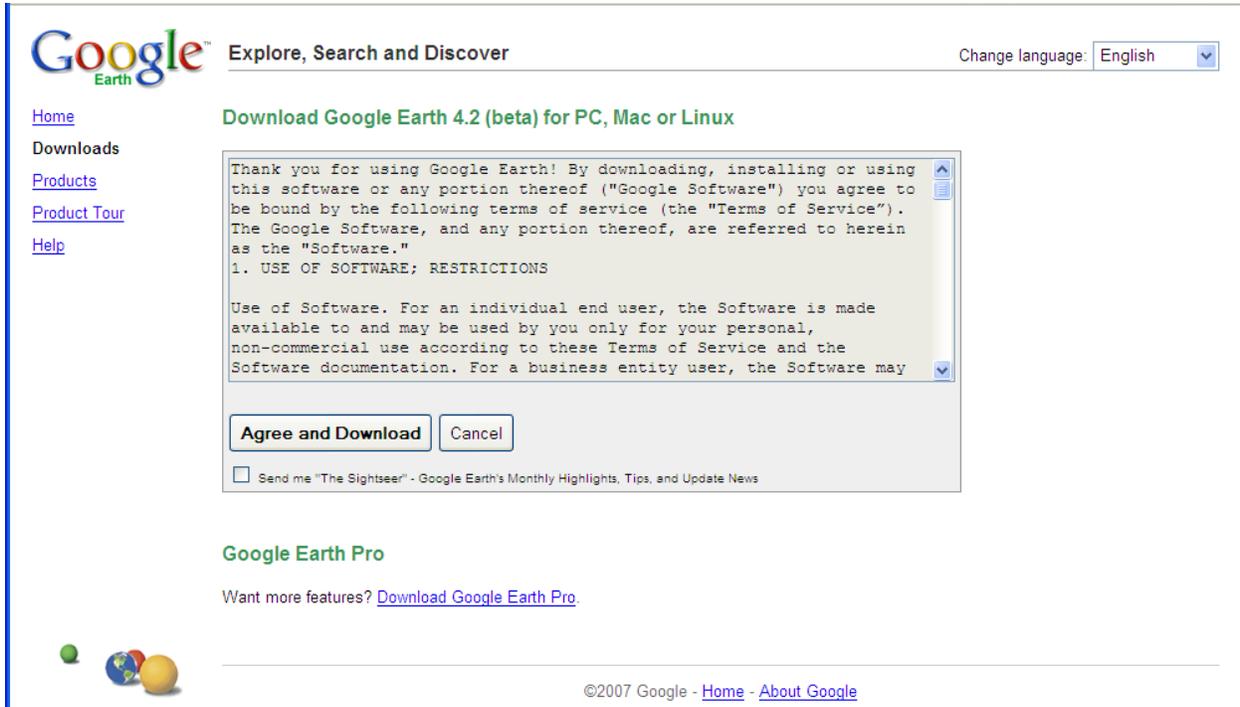


3. Click **OK**. The **HereClient2Setup.exe** file should be downloaded to your local machine where specified. Once downloaded, double-click on the file and continue with the [Install HERE Client](#) step.

Optional: Install Google Earth

In order to take advantage of the mapping capabilities of the HERE Client, follow these steps to download and install Google Earth free of charge to your machine:

4. Go to <http://earth.google.com/download-earth.html>.

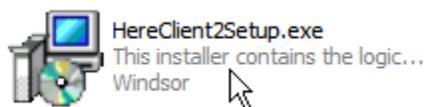


5. Click the **Agree and Download** button.
6. The Google setup file will be downloaded to your PC. Double-click this and follow the default instructions to complete setup of Google Earth. For help on installing or using Google Earth, go to <http://earth.google.com/support/>.

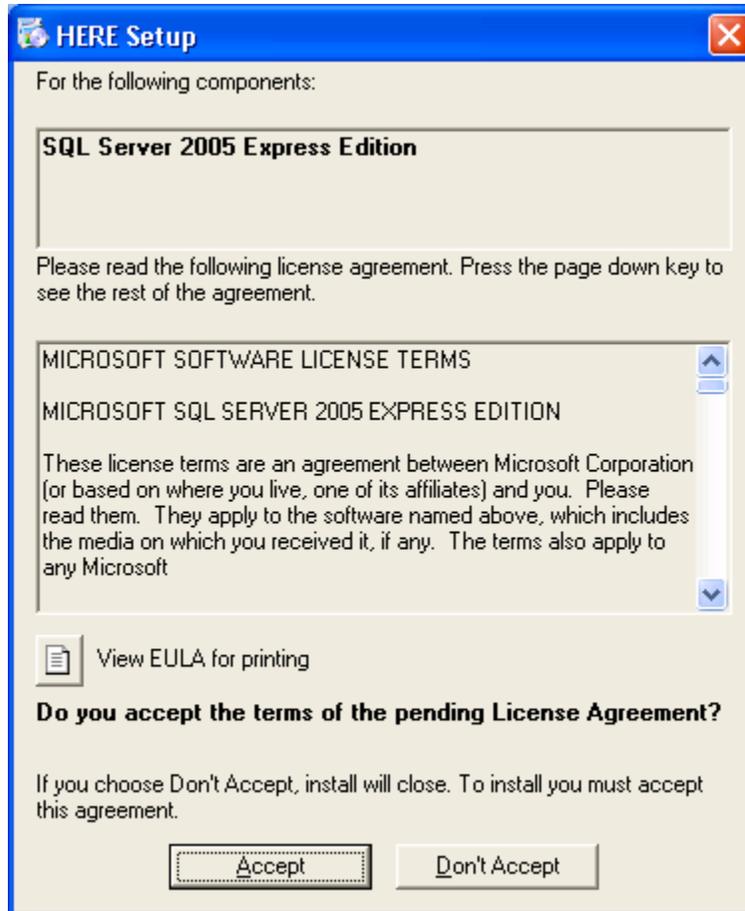
Install HERE Client Application

To install the HERE Client application to your local machine, follow these steps:

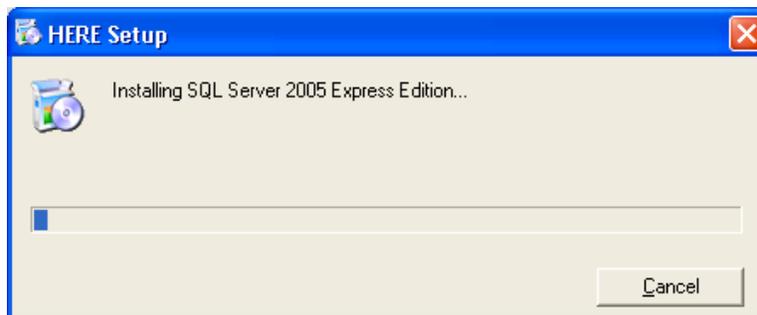
7. Open the application setup folder and double-click the **HereClient2Setup.exe** executable file:



8. If you do not have SQL Server Express installed currently on your machine, the following screen will be displayed:



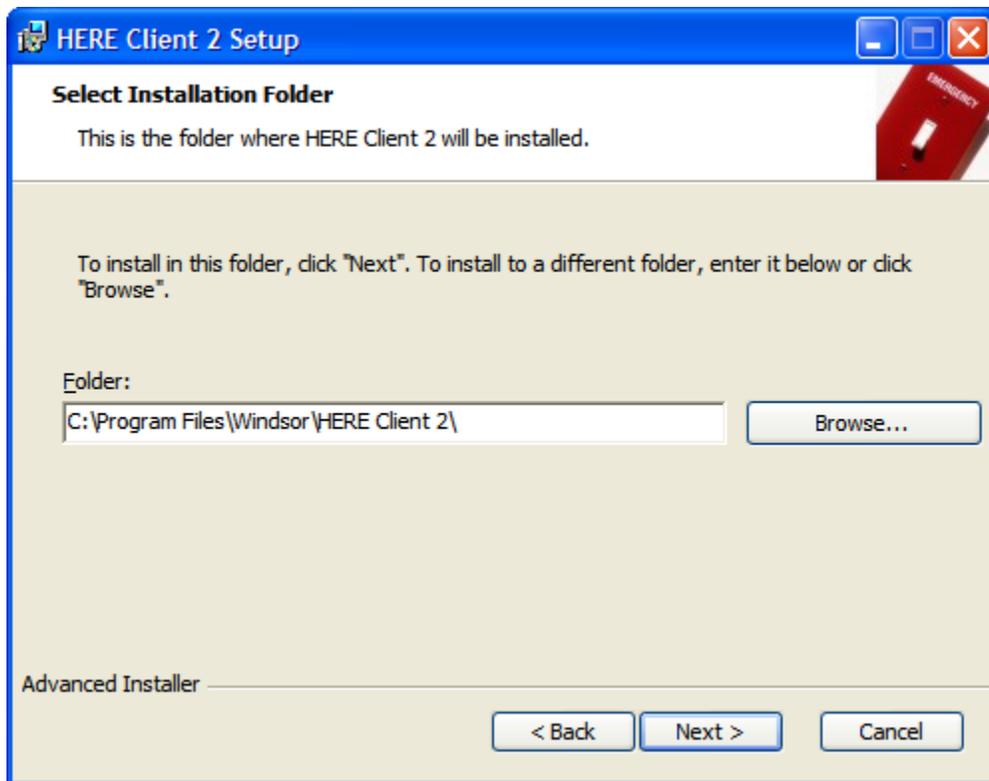
9. Click **Accept**. SQL Server Express will begin installing (this may take a few minutes).



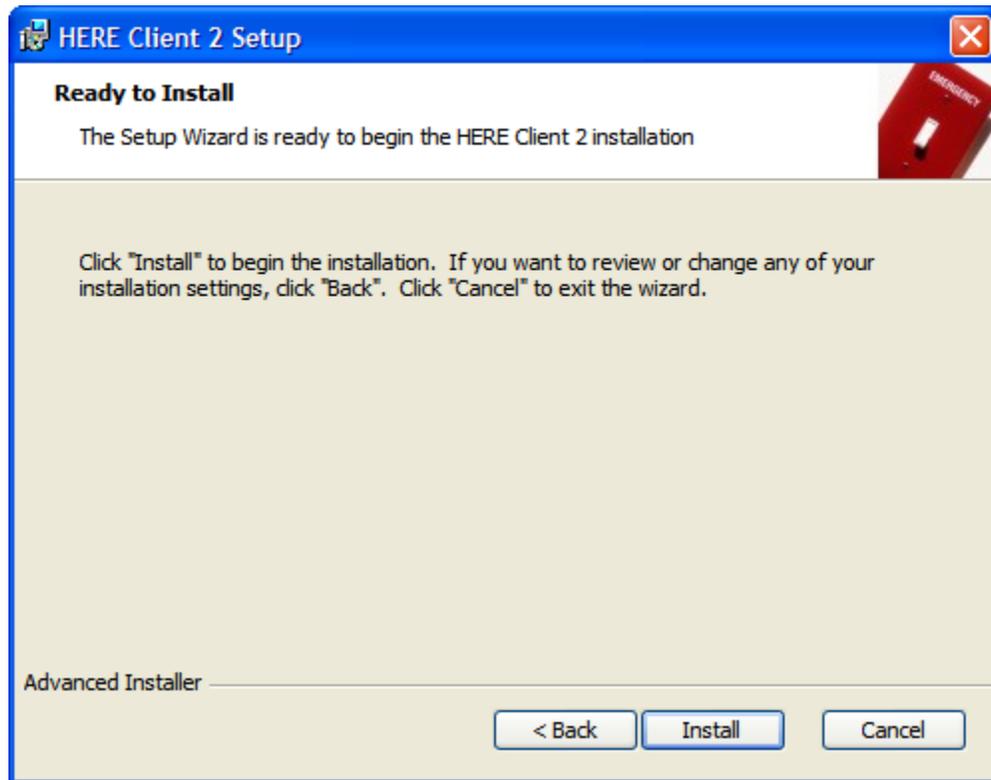
10. Once the HERE Client detects that SQL Server Express has been successfully installed to your machine, the following screen will be displayed:



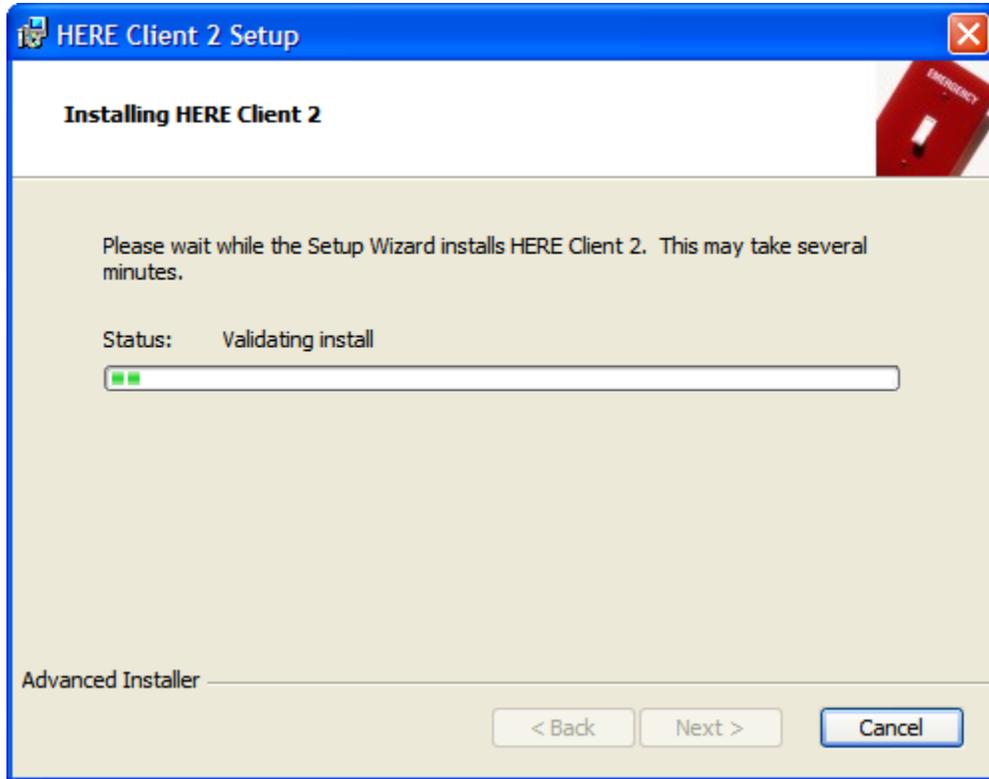
11. Click Next.



12. Accept the default location (recommended) or choose a new location to install the HERE Client. Click **Next**.



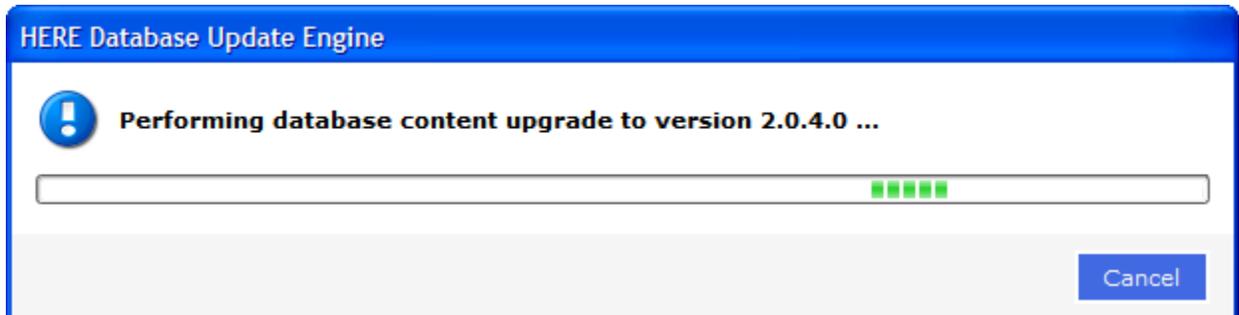
13. Click **Install**.



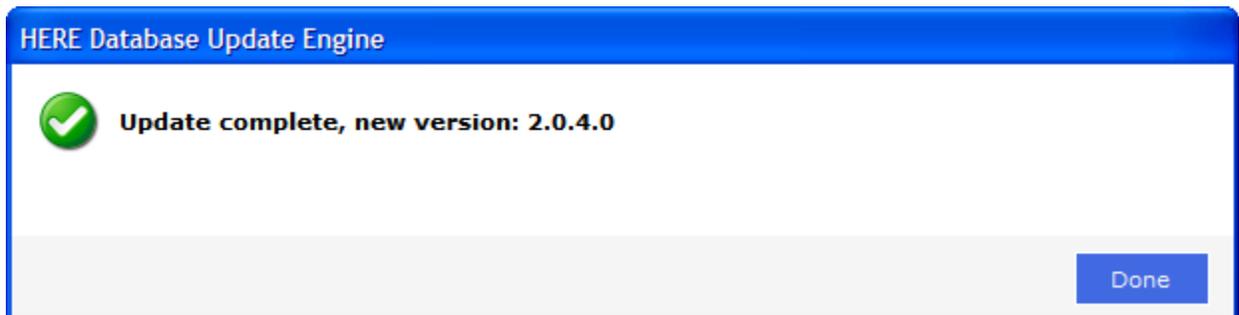
14. Wait for installation process to complete.



15. Click **Finish** to exit the setup application. By default, the HERE Client 2 will be launched. It is recommended that you visit Windows Update to ensure you have the latest patches and updates to .NET framework components.
16. On startup, if the application notes there is an additional update, it will download it automatically:



17. Once the update is complete, click **Done** to launch the HERE Client.



Perform Initial Application Setup

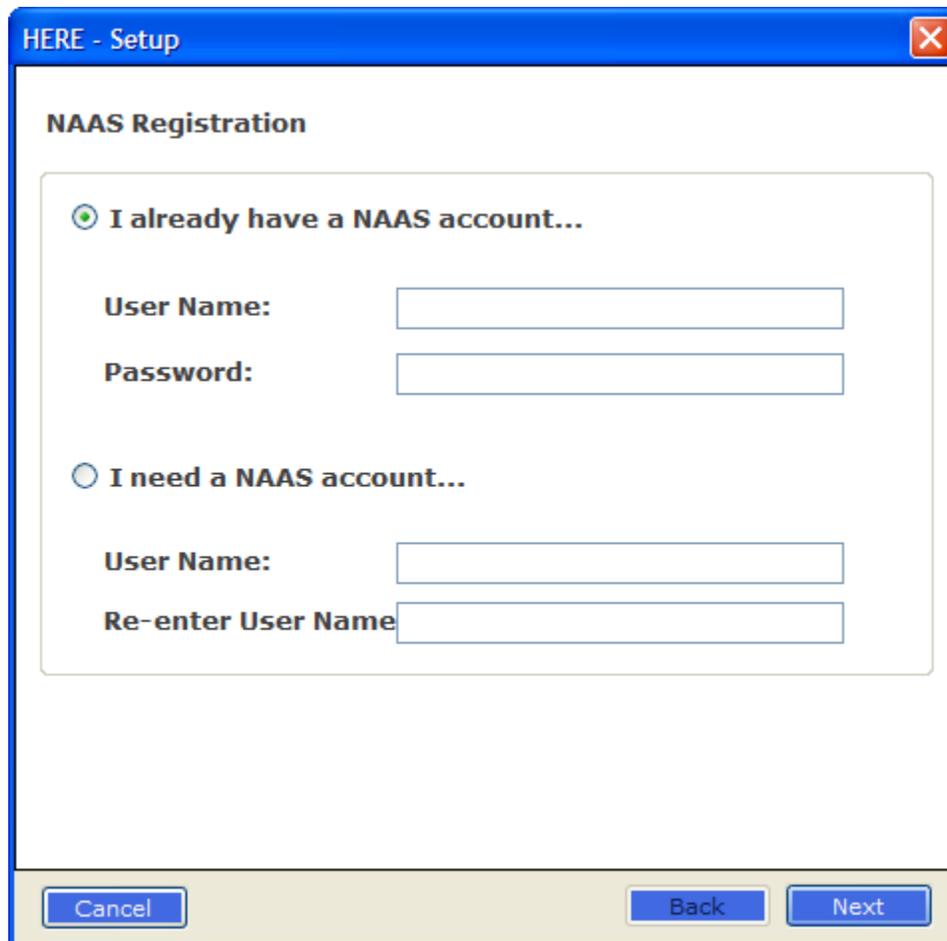
Once the HERE Client has been installed to your local directory, follow these steps to configure the HERE Client for first use:

18. Run the HERE Client by double-clicking on the **HERE.exe** icon:



By default, this will also be added to your Start menu under the "HERE Client 2" directory.

19. If this is the first time the HERE Client 2 has been ran on this machine, the HERE Application Setup screen is displayed:

The image shows a Windows-style dialog box titled 'HERE - Setup'. The main heading is 'NAAS Registration'. There are two radio button options: 'I already have a NAAS account...' (which is selected) and 'I need a NAAS account...'. Under the first option, there are two text input fields labeled 'User Name:' and 'Password:'. Under the second option, there are two text input fields labeled 'User Name:' and 'Re-enter User Name'. At the bottom of the dialog, there are three buttons: 'Cancel', 'Back', and 'Next'.

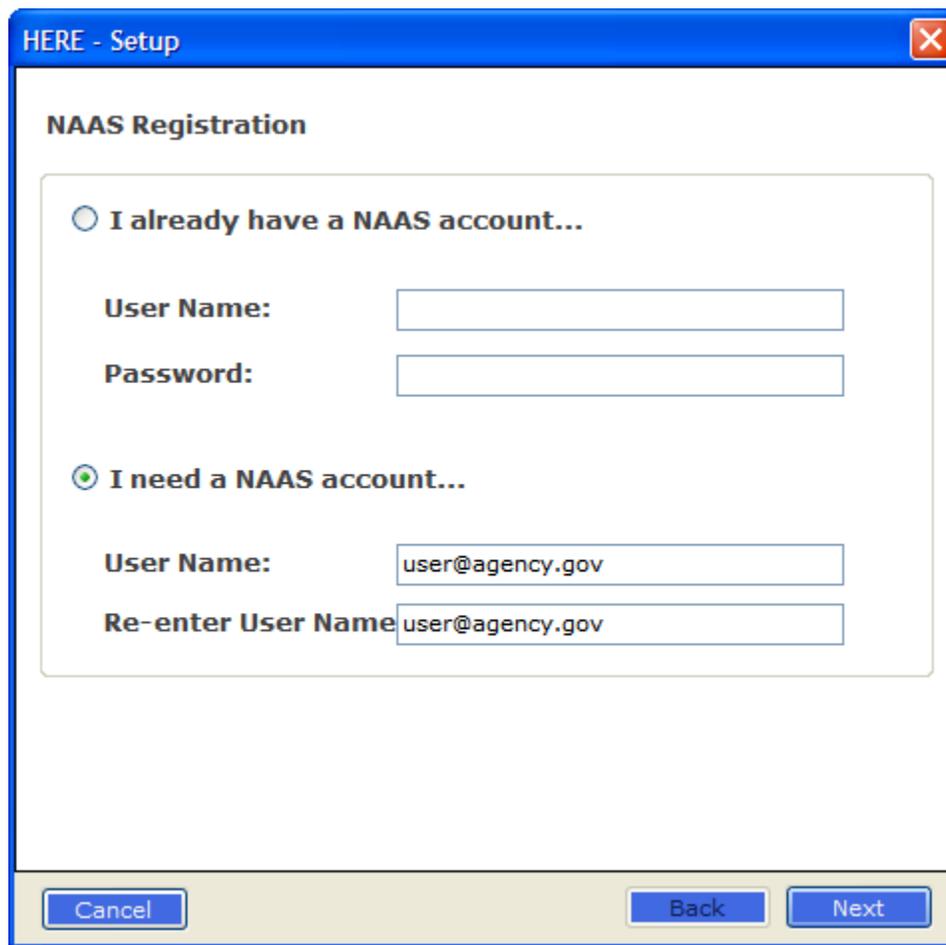
If this is not displayed, this may be because the HERE Client cannot establish a connection to the Internet.¹ *NOTE: You must be connected to the Internet in order to perform initial setup.*

HERE Client User Registration

Once the HERE Client has checked for updates, you will need a Network Authentication Authorization Services (NAAS) account² in order to proceed. If you do not already have a NAAS account, please follow these steps to request one:

Obtaining a NAAS Account

20. Select the **I Need a NAAS Account...** radio button and enter your username twice.



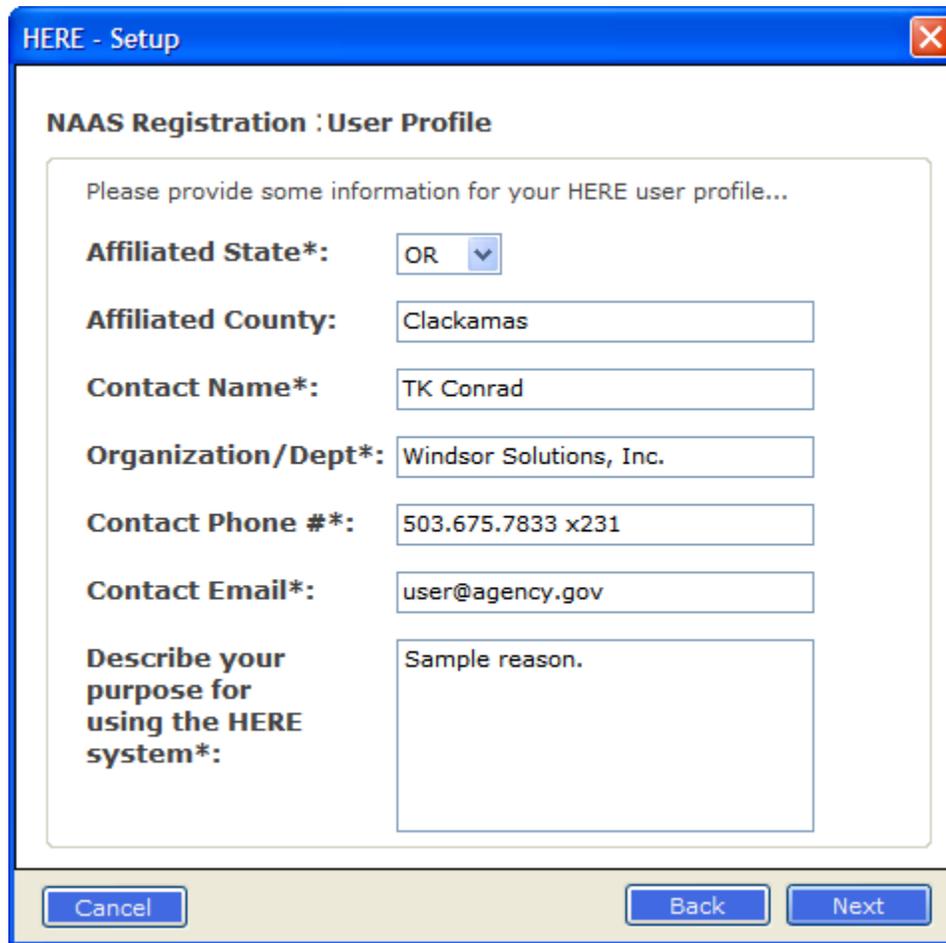
The screenshot shows a window titled "HERE - Setup" with a close button in the top right corner. The main content area is titled "NAAS Registration" and contains two radio button options. The first option, "I already have a NAAS account...", is unselected. Below it are two text input fields labeled "User Name:" and "Password:". The second option, "I need a NAAS account...", is selected. Below it are two text input fields labeled "User Name:" and "Re-enter User Name:", both containing the text "user@agency.gov". At the bottom of the window are three buttons: "Cancel", "Back", and "Next".

¹ While the HERE Client can operate in a disconnected mode, it must connect to the Internet at least once in order to download data from the HERE data providers.

² A NAAS account typically consists of a username and password, and is the standard mechanism for authenticating users requesting access to data flows (such as the HERE flow) over the [Exchange Network](#). It is centrally-managed by US EPA, but your NAAS account is created and maintained by your node administrator. Please see http://www.exchangenetworkwiki.com/wiki/index.php/Network_Authentication_Authorization_Services for more detail.

21. Enter your registration details, and select the single State in the Association field from which you will be requesting a NAAS Account. This will likely be the State that you reside in. The following fields are required: Affiliated State, Contact Name, Organization/Dept, Contact Phone # (must be a valid phone number format), Contact Email, and Purpose for using HERE System.

NOTE: if you are an employee of EPA you may need to contact EPA's CDX Help Desk to have a NAAS Account created for you.

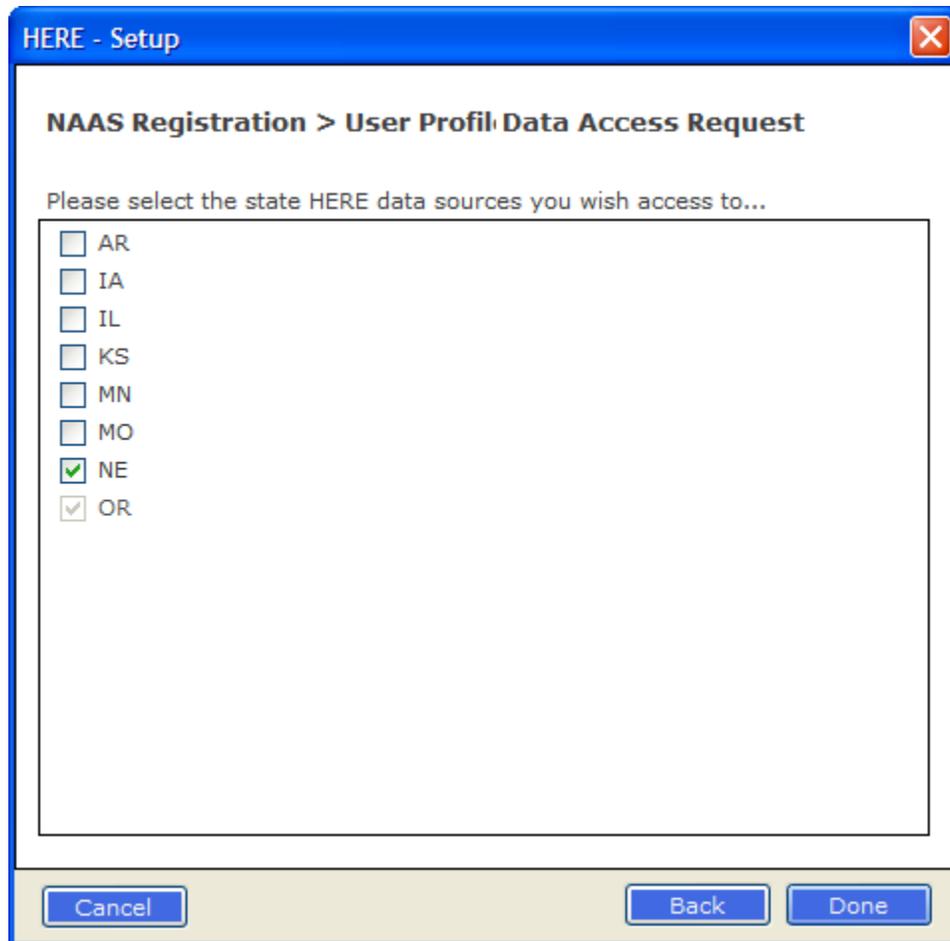


The screenshot shows a window titled "HERE - Setup" with a close button in the top right corner. The main content area is titled "NAAS Registration : User Profile" and contains the following text: "Please provide some information for your HERE user profile...". Below this text are several form fields:

- Affiliated State*:** A dropdown menu with "OR" selected.
- Affiliated County:** A text box containing "Clackamas".
- Contact Name*:** A text box containing "TK Conrad".
- Organization/Dept*:** A text box containing "Windsor Solutions, Inc."
- Contact Phone #*:** A text box containing "503.675.7833 x231".
- Contact Email*:** A text box containing "user@agency.gov".
- Describe your purpose for using the HERE system*:** A text area containing "Sample reason."

At the bottom of the window, there are three buttons: "Cancel", "Back", and "Next".

22. Next, select the areas of interest (i.e., States) from which you would like data. The State you chose as your Affiliated State on the previous screen is checked by default. When finished, click **Done**.



23. After clicking **Done**, the request is automatically sent to your affiliated State for approval by the Node Administrator. The HERE Client can be ran again by double-clicking the HERE Client 2



If approved, then once a new NAAS account has been created for you, an email will be sent to the address you provided. The username for the account will be the email address itself; the password will be sent in the email.

Have NAAS Account

Once you receive your NAAS account, or if you already one, the administrator of each node must still authorize your NAAS account in order to receive data. Please restart the HERE Client to complete the installation process:

24. From the initial application setup screen, select the **I Already have a NAAS account...** radio button and enter your NAAS username and password, then click **Next**.

HERE - Setup

NAAS Registration

I already have a NAAS account...

User Name: user@agency.gov

Password: *****

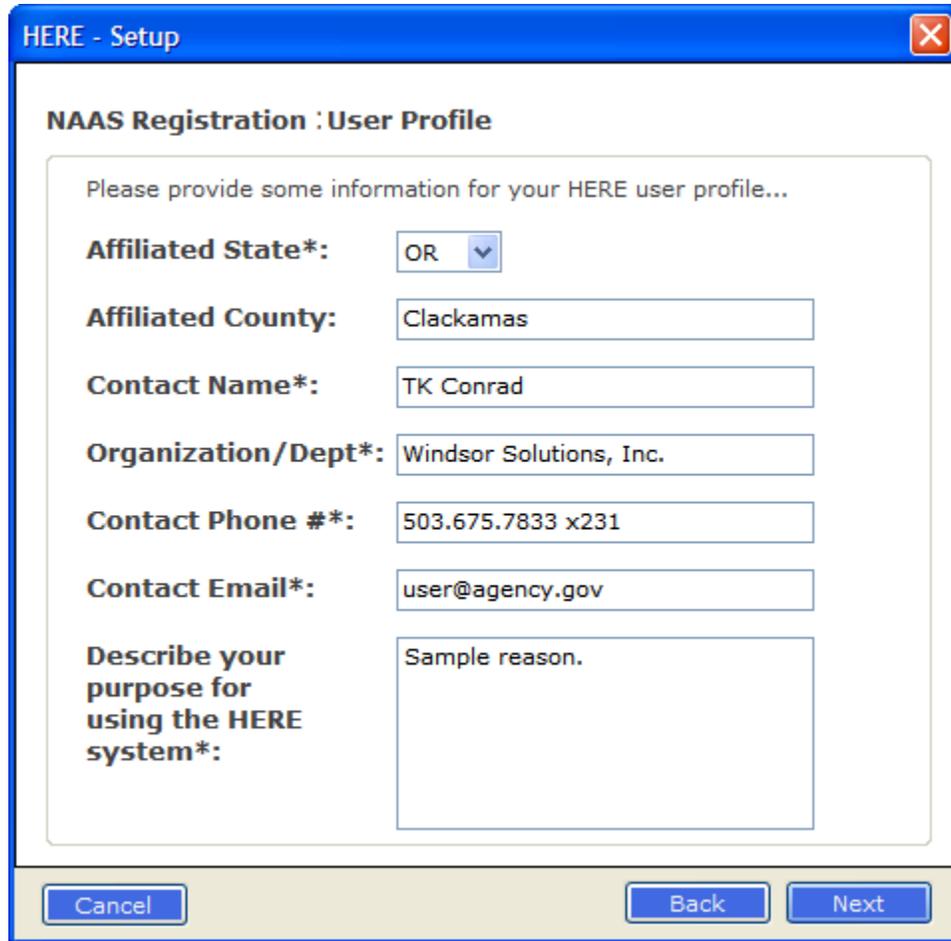
I need a NAAS account...

User Name:

Re-enter User Name:

Cancel Back Next

25. The HERE Client will connect to the NAAS Authentication Server via the Internet in order to validate the account. If credentials are validated, then the system will prompt to enter profile information on the following screen (see [Obtaining a NAAS Account](#)). Click **Next** when complete.



HERE - Setup

NAAS Registration : User Profile

Please provide some information for your HERE user profile...

Affiliated State*: OR

Affiliated County: Clackamas

Contact Name*: TK Conrad

Organization/Dept*: Windsor Solutions, Inc.

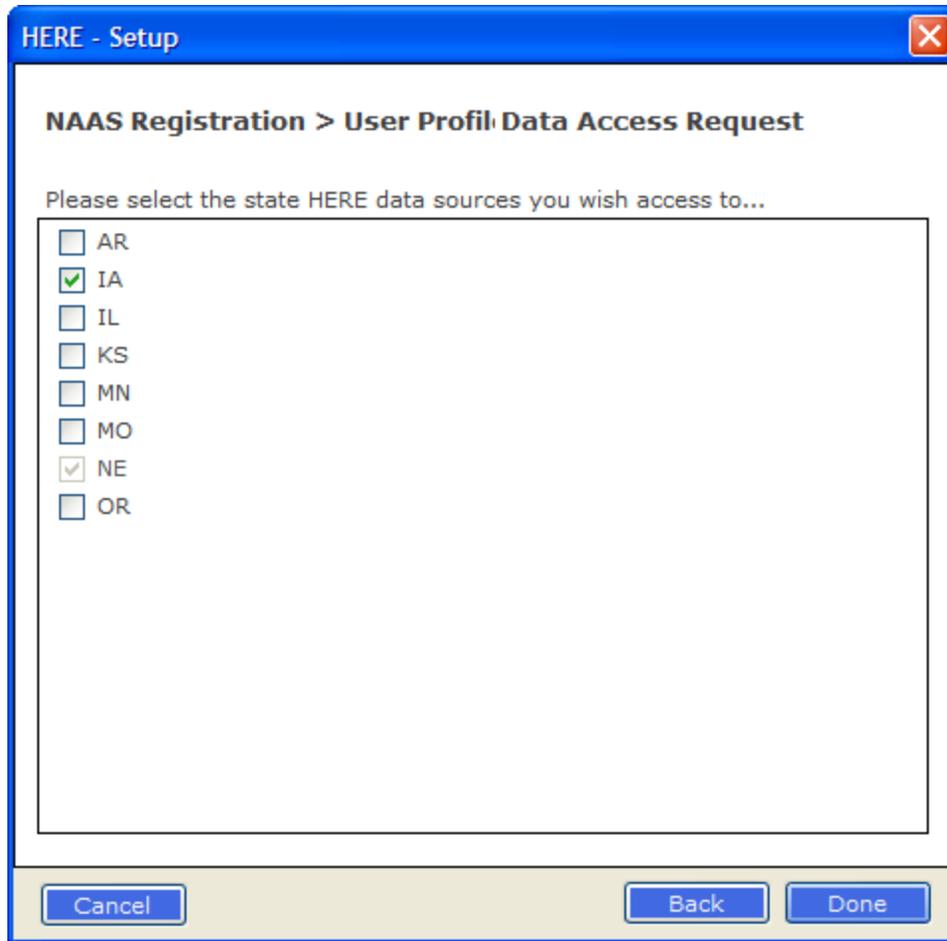
Contact Phone #*: 503.675.7833 x231

Contact Email*: user@agency.gov

Describe your purpose for using the HERE system*: Sample reason.

Cancel Back Next

26. Select the areas of interest (i.e., States), then click **Done**.



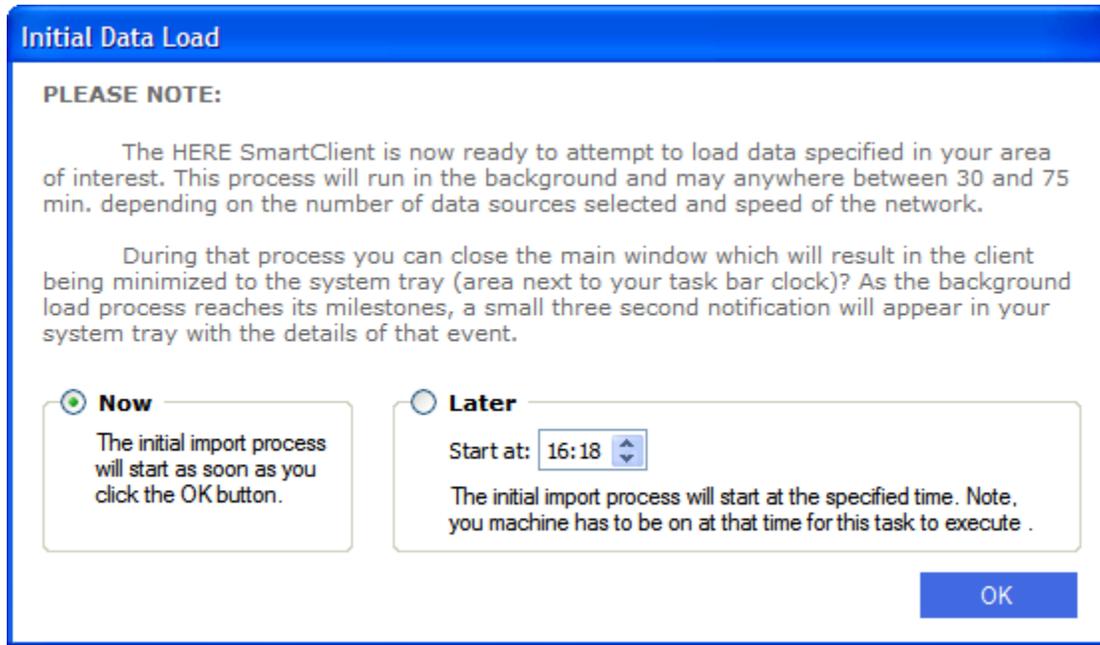
27. After clicking **Done**, the HERE Client will be loaded. A Trading Partner Agreement must be agreed to before the Client is accessible. Click the **Yes, I agree** radio button to display the Dashboard.



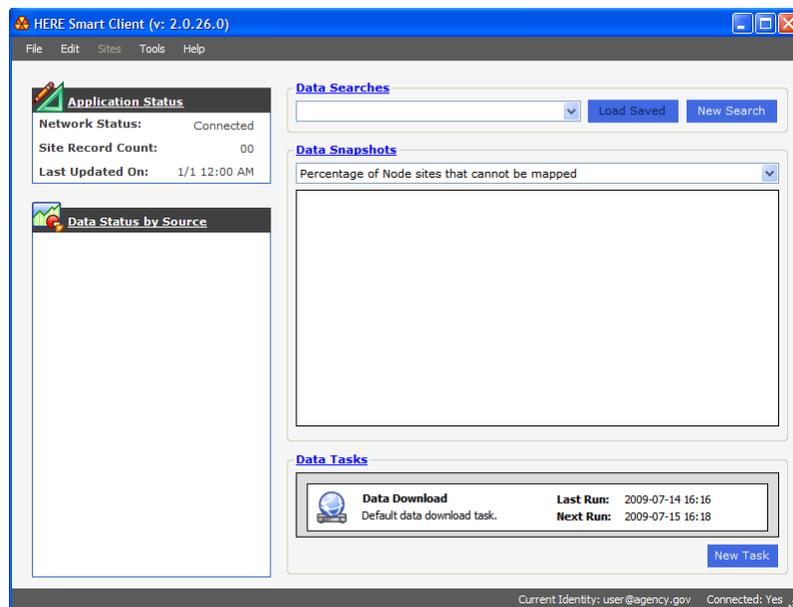
Running the HERE Client for the First Time

Once you have completed the above steps, the HERE Client is fully installed and ready for first use:

28. The following dialog will be displayed:



29. Select the option that best suits your needs. If you select the **Later** option, the data retrieval and load process shall begin at the time you have specified. Otherwise, data retrieval will begin within a minute of clicking the **OK** button. *Please note that in order to download data from a given source, you will need to have been granted access to that source by its Node administrator.*



Appendix A: Troubleshooting Guide

Cannot Complete SQL Server 2005 Express Installation

There is a compatibility issue with one of the Microsoft-provided distributions of SQL Server Express 2005 and MSXML6 Service Pack 2. This should not be an issue when installing the HERE Client using the default installation package provided. However, if this installation package is insufficient for your needs, then this issue can be resolved by following these steps:

1. Install the Windows cleanup installer, available here: <http://support.microsoft.com/kb/290301>.
2. Using this utility, remove MSXML6 SP2 from the affected PC.
3. Download and install the MSXML 6.0 Parser from this location:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=993C0BCF-3BCF-4009-BE21-27E85E1857B1&displaylang=en>.

HERE Client Will Not Start

If the HERE Client will not start on your machine, it is likely due to either an issue with the installation of SQL Server Express, or the rights of the user on the machine running the HERE Client. Here are two scenarios that indicate this type of problem:

Scenario 1: SQL Server Express already installed.

Setup Wizard installs & updates HERE Client, but startup fails with this error message:

Could not access database to locate current user. Exiting application.

Scenario 2: SQL Server Express NOT installed.

The Setup Wizard installs SQL Express, then installs and updates the HERE Client. However, installation ends with this error message:

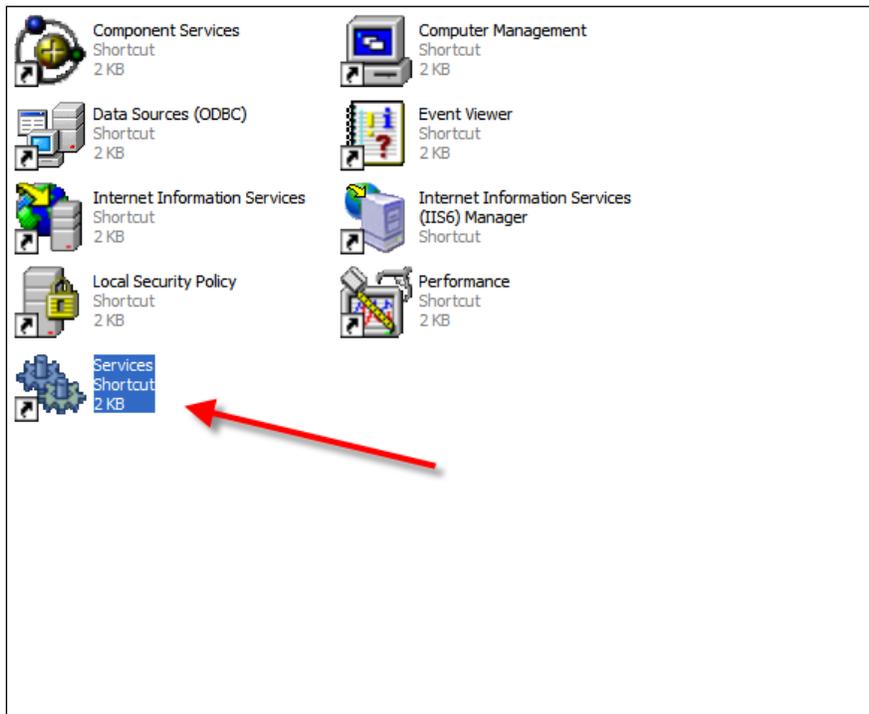
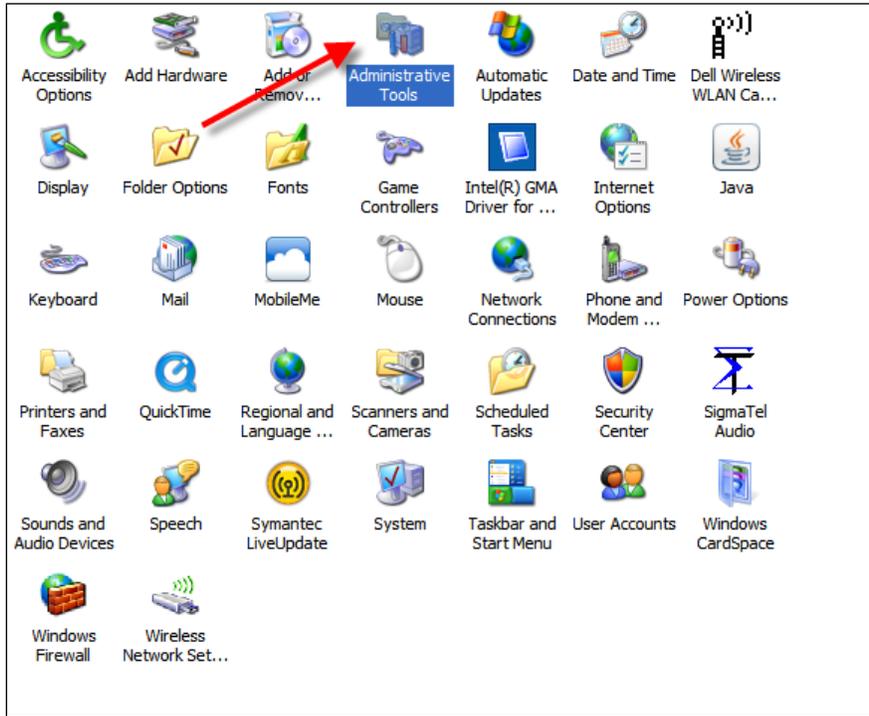
Error while updating: CREATE FILE encountered operating system error 5(Access is denied.) while attempting to open or create the physical file 'C:\Program Files\Windsor\HERE Client 2'.

Starting HERE Client from the Start Menu results in receiving the same error as Scenario 1.

Solution: Change User for SQL Server Express Service

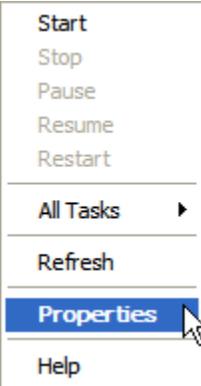
In both of these cases, the problem likely has to do with installing SQL Server under the built-in “Network Service” account. This can be resolved by completing the following steps:

1. Open the **Services** applet under **Control Panel...Administrative Tools**.

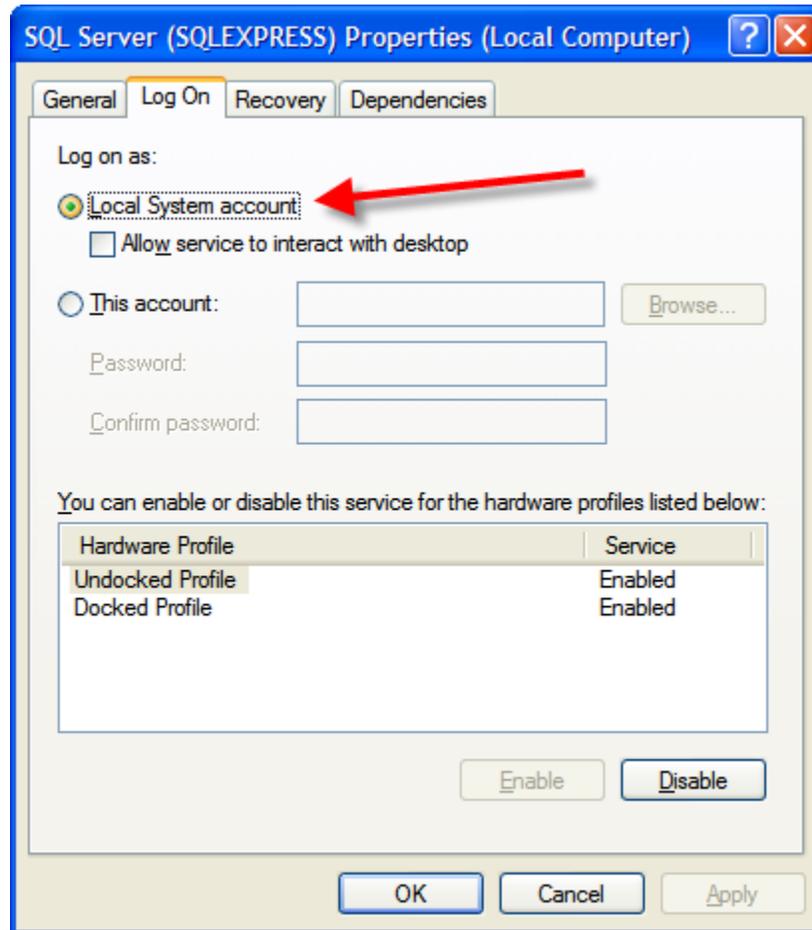


- In the list of services, find **SQL Server (SQLEXPRESS)**. Right-click on this and select **Properties**.

Name ▲	Description	Status	S
Security Center	Monitors s...		AI
Server	Supports fl...	Started	AI
Shell Hardware Detection	Provides n...	Started	AI
Simple Mail Transfer Protocol (SMTP)	Transports...	Started	AI
Smart Card	Manages a...	Started	AI
SQL Active Directory Helper Service	Enables int...		Di
SQL Full-text Filter Daemon Launcher (MS...	Service to l...		Di
SQL Server (MSSQLSERVER)	Provides st...		M
SQL Server (SQLEXPRESS)	Provides st...		M
SQL Server Agent (MSSQLSERVER)	Executes j...		M
SQL Server Agent (SQLEXPRESS)	Executes j...		Di
SQL Server Browser	Provides S...		M
SQL Server VSS Writer	Provides th...	Started	AI
SSDP Discovery Service	Enables ds...	Started	M
SupportSoft RemoteAssist			M
System Event Notification	Tracks syst...	Started	AI
System Restore Service	Performs s...	Started	AI
Task Scheduler	Enables a ...	Started	AI
TCP/IP NetBIOS Helper	Enables su...	Started	AI
Telephony	Provides T...	Started	M



3. On the **Log On** tab, select the radio button for **Log on as: Local System Account**.



4. Click **OK** and close out of **Services**.

Cannot Download Data or HERE Client updates

If you cannot download data from a State, it could be related to any of the following causes:

Scenario 1: No authorization to the requested State

Before data can be downloaded from a State, your NAAS account will need to be granted access to the HERE data. Authorization is commonly requested when installing the HERE Client (see "HERE Client User Registration"). Once requests have been acknowledged by the administrator for the State HERE data, an email should be sent to your NAAS account email address. The email will indicate the status of your request.

If you wish to request access to a new State, follow these instructions:

1. On the **Dashboard** screen, click the **Data Download** task under the **Data Tasks** pane.
2. Select the **Source** tab.

3. Check the box(es) next to the State(s) you wish to add, then click the link **Request access to the selected data providers**.
4. A request will be sent to each of the selected States, and you should receive a status email from each of the States.

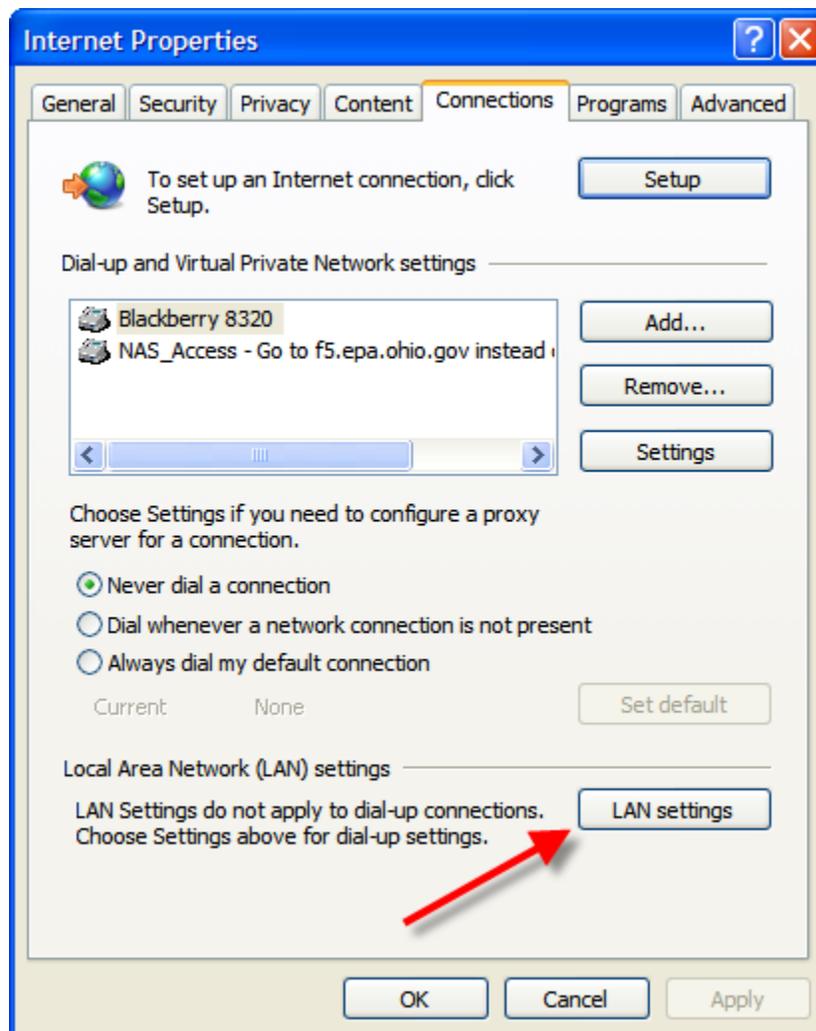
Scenario 2: Proxy setup required

If you are getting a proxy-related error, it may be that your system requires additional proxy configuration. This can be done in one of two ways.

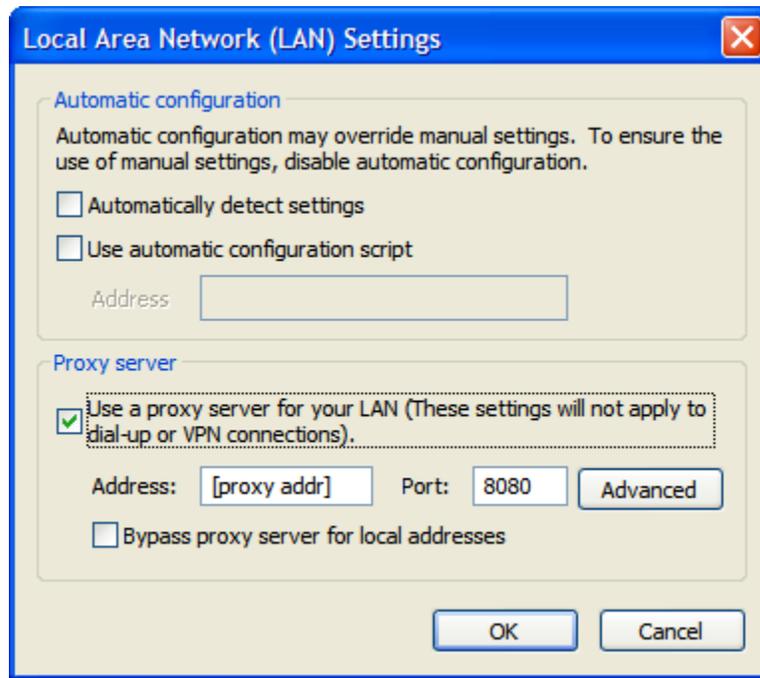
Solution 1: Proxy Configuration

The HERE Client gets its native proxy information from your Internet Options settings in the Windows Control Panel:

1. Open **Control Panel** and select **Internet Options**.
2. Select the **Connections** tab, then click the **LAN settings** button.



3. Check the “Use a proxy server...” box and enter your proxy information in the **Address** and **Port** boxes, then click OK.



4. Click **OK** again to exit out of Internet Options and save changes.

Solution 2: WebProxy.config file

In some cases, the default proxy setup is insufficient. If the above solution does not address the problem, proxy information can also be configured in the **WebProxy.Config** file located in the root directory of the HERE Client (default path: C:\Program Files\Windsor\HERE Client 2).

The file contains two sections to configure:

```
<!-- Trusted Proxy
<object id="webProxy" type="System.Net.WebProxy">
  <constructor-arg name="Host" value="90.0.0.9"/>
  <constructor-arg name="Port" value="8080"/>
  <property name="BypassProxyOnLocal" value="true" />
  <property name="UseDefaultCredentials" value="true" />
</object>
-->
```

```
<!-- Authed Proxy -->
<!--<object id="webProxy" type="System.Net.WebProxy">
  <constructor-arg name="Host" value="90.0.0.9"/>
  <constructor-arg name="Port" value="8080"/>
  <property name="BypassProxyOnLocal" value="true" />
```

```
<property name="Credentials">
  <object type="System.Net.NetworkCredential">
    <constructor-arg name="userName" value="myusername"/>
    <constructor-arg name="password" value="secret"/>
    <constructor-arg name="domain" value="windsor"/>
  </object>
</property>
</object-->
```

By default, both of these sections are commented out with HTML comment tags (`<!-- -->`). To setup a proxy with trusted credentials, uncomment the **Trusted Proxy** option and configure the proxy information. To setup a proxy with specified credentials, uncomment the **Authed Proxy** option and configure the proxy information. Only one section can be configured at a time; uncommenting both of these sections will result in the application being unable to load.

Cannot Install SQL Server 2005 in Microsoft Vista

After following the default options, you may receive this message:

After launching all packages some required prerequisites are still missing. Press Back to return to the prerequisites list.

If you receive this error, it is likely because Microsoft Vista had requested a prompt from you and you did not answer in time. Click **Back**, then **Next**, then answer the prompts.

Not All Data Available in HERE Client

If after fully-synchronizing with a data provider you are still missing some expected data, it may be because that provider has not yet upgraded to Version 2 of the HERE Flow. The following data is available only to providers who have upgraded to HERE Flow v2:

- Tanks detail
- Chemical mixture information
- Alternate names for facilities
- Fire districts for chemical facilities
- Site hyperlinks for certain facilities

For more information, please refer to the Help file under “New in Version 2.0.”